

Our Customer Charter

Our Commitment

We will give you the right information, making it clear what you can expect from us and what your responsibilities are in return.

You told us what is important to you.



Right Treatment

We will do our best to help you, listen to you and make sure you feel comfortable dealing with us.



Right Result

We want you to have confidence in our decisions. If the outcome is not what you hoped for, we will explain why and tell you what will happen next.



On Time

We will deal with you as quickly as we can. We will tell you how long we will take and do our best to keep to the time we have said.



Easy Access

We will make sure you can contact us in ways that are simple and easy to understand. We will tell you about other services that may help you.

We ask you to:

- tell us if your personal circumstances change
- keep any appointment you have with us, or let us know as soon as possible if you can't
- treat our staff with courtesy
- tell us if you need to communicate with us in a different way.

We will also:

- protect your personal information – our Information Charter tells you how
- use your feedback to improve our services
- take any complaints seriously – our leaflets, website or staff can tell you how to complain
- protect public money – we will not tolerate fraud
- measure how well we meet these standards and publish the results.

You can find out more from
www.direct.gov.uk/DWPCCharter

We work closely with HM Revenue & Customs to support our customers.

Jobcentre Plus, The Pension Service, and Disability and Carers Service are part of the

DWP Department for Work and Pensions